Kiwi.com Customer Rights & Complaints Handbook

A Practical Guide to Resolving Disputes & Getting Results

📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710

Systematic Route to Support

📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710

Begin every complaint process within the official app or portal, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Locate 'My Trips' and open your relevant itinerary file, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Select 'Help' or 'Contact us' to generate a verified case file, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Trip-linked support tickets are prioritized over general inquiries, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Communication Best Practices & Warning

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Communicate exclusively via the chat interface provided on the site, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Do not call random toll-free numbers listed on internet search results, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Scam entities frequently create fake customer service numbers for Kiwi, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Maintain a written transcript of every chat conversation for evidence, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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How to Force an Escalation

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State clearly: 'I request an immediate escalation to a senior agent', 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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First-line support reps often follow scripted bot responses, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Push for specialized tier-2 customer support agents when stuck, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Escalation requires continuous and explicit consumer requests, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Official Money Claims & External Regulatory Bodies

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Submit monetary disputes through the official Claims & Refunds section, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Avoid leaving financial requests in unverified chat windows, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Track your claim reference number for regulatory reporting, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Report non-compliance to EU Aviation Authorities or ECC, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Lodge formal airline complaints with the US DOT regulatory body, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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Contact your bank's credit card fraud division to request a chargeback, 📞 +1 • 888 • 794 • 3564 UK +44 203-190-8710,

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